



TENNESSEE REGULATORY AUTHORITY

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NUSTAR PHONE COMPANY CUSTOMERS LOSING SERVICE, NEED TO FIND NEW PROVIDER

NASHVILLE, Tenn. – More than 50 customers in 11 cities and communities who receive phone service through NuStar Communications Corp. need to find a new telecommunications provider as soon as possible, the Tennessee Regulatory Authority announced today.

Frontier Communications, a Bluefield, W.Va.-based company, said it will terminate phone service to NuStar, whose last known address was in Nashville. NuStar buys local phone service from Frontier and resells it to customers across Tennessee. Frontier says NuStar has not paid its balance.

The TRA has been unable to reach NuStar in an effort to resolve the problem. Frontier officials say NuStar's customers could find themselves without basic phone service if they don't find an alternate phone company as soon as possible.

Customers affected reside in the vicinity of Crossville, Cookeville, Monterey, Algood, Palmersville, Powell, Claxton, Dresden, Sharon and Martin.

The mission of the TRA is to promote the public interest by balancing the interests of utility consumers and providers. For more information on the TRA, visit online at www.state.tn.us/tra.

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